

Mary Rose Trust

Job Description

Based within Portsmouth Historic Dockyard, the Mary Rose Museum is the leading museum for Maritime Archaeology in the world. The Mary Rose Trust's aims are to conserve and the Mary Rose and her artefacts, maintain the archives, enable lifelong learning and outreach and become self-sustaining through income generation.

Job Title: **Visitor Experience Manager x2 Part Time Roles**

We are looking for 2 part time Visitor Experience Managers to join our management team. You will be based at the museum and the Portsmouth Historic Dockyard Visitor Centre. You will lead the museum staff, operations and the guest experience in line with internal and external procedures, and also the lead the team and daily operation of our shared Visitor Centre.

Reports to: **Visitor Operations Manager**

Location: **Mary Rose Museum / Portsmouth Historic Dockyard Visitor Centre**

Hours: 26.5 weekly average on 2 week pattern (including weekends and bank holidays)

Overall Purpose of Role

- To support the Visitor Operations Manager and to maximise our visitors' enjoyment of the Mary Rose Museum by maintaining excellent standards of service.
- To support the Visitor Operations Manager by providing a first class welcome and driving sales in the Visitor Centre
- To work collaboratively with our colleagues at the National Museum of the Royal Navy on site and inside the Visitor Centre
- To lead by example and coach team members on sales targets, procedures, product knowledge and customer service
- To ensure the museum is safe and secure for visitors and staff. Adhere to all health and safety and security procedures, to lead by example with the ability to remain calm and focused in any emergency situation.
- To achieve maximum income from all income generating activities, in particular maximising ticket and tour sales.
- Working closely with the Visitor Operations Manager and Retail and Hospitality Manager to achieve budgets and maintaining the highest standards of visitor experience.
- Management of the museum (including evacuations, safety and security).

Day to day management of museum team members, volunteers, interns and work experience students.

Duty management and delivery of evening and daytime corporate/hospitality events at the Mary Rose, including late evenings and weekends as required.

Exemplary customer service and presentation

To provide and ensure that staff team provide a consistently high standard of visitor care at all times.

Being proactive in the selling of merchandise associated with the site, ensuring accuracy of all transactions and cash handling on site.

To deliver staff and volunteers briefings each day before the museum opens to the public.

Site presentation and housekeeping including:

- maintaining excellent standards of site and personal presentation by the museum team
- manage and – as a member of the team - carry out day-to-day housekeeping and cleaning duties as required.

To respond courteously and appropriately to visitor enquiries and feedback.

Sales

To maximise revenue by supporting the sale of tickets to Portsmouth Historic Dockyard

To maximise Mary Rose income through the sale of tours, VIP experiences, and merchandise.

To ensure all staff and volunteers are appropriately trained to sell tickets, gift aid and associated sales.

To have knowledge of all tickets, trade tickets and Mary Rose experiences

Financial Responsibilities

To adhere to all financial procedures to include till operations, cashing up, banking as per procedures.

To train and support staff in correct financial procedures and till operations.

Events

- To occasionally assist the Retail & Hospitality Manager and Sales Manager with corporate and private hire and other events. Staff may be asked to work through into the night hours and take usual rota days in lieu to manage their time effectively.
- To support and upsell and Mary Rose experiences in addition to ticket sales.

Health & Safety and Security

- To ensure site meets with Health and Safety legislation in liaison with Head of Guest Experience and Visitor Operations Manager
- To ensure the pre-opening museums checks are completed on time.
- To ensure that visitors vacate the site at close of business and that the site is secured at end of day.
- To deal with emergency contract call outs e.g. maintenance.
- To be part of the on-call duty manager rota as required.
- To take responsibility for the safety of visitors and staff on site
- To take responsibility for the security of the building including opening and closing.
- Willingness to form part of a duty manager list for call outs on a rota basis

General

- To assist with the management of our IT based online scheduling and rota system.
- To be involved in projects to develop museum services.
- To undertake any other tasks and duties reasonably required by the line manager.
- To work cohesively with all other departments and stake holders across the Trust.
- To champion GDPR regulations for the museum

Key Competencies	Essential	Desirable
Qualifications	Experience in related industry	First Aid Training
Experience and Skills	<p>Experience of working in a customer service environment</p> <p>Management experience or proven record of leading and coaching a team</p> <p>Duty Manager Experience and able to act conscientiously and responsibly</p> <p>Able to work and lead in a fast-paced environment</p>	<p>Experience of working to sales targets</p> <p>Supervisor/Management experience within a tourist attraction</p>
Other	<p>Highly proficient in Microsoft Office and administration</p> <p>Ability to work flexibly, alone or as part of a team</p> <p>Ability to manage varied relationships with good judgement and diplomacy</p>	<p>Knowledge of rota scheduling systems</p> <p>Passion for tourism/heritage</p> <p>Interest in the Mary Rose</p>